

Acceptable Use Policy

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OutLine Digital Agency (sole trader), Via Dalmazia 36, 76125 Trani (BT), Italy — VAT IT08978680729

What Omega Work may not be used for, and the rules that matter most when your work involves other people's data.

Legal references

Terms of Service, articles 10 and 13 · Regulation (EU) 2016/679 (GDPR), arts. 5, 6 and 9 · Anti-spam laws of the Customer's country (for example CAN-SPAM Act, CASL, UK PECR, Australian Spam Act 2003, New Zealand Unsolicited Electronic Messages Act 2007, Swiss Unfair Competition Act)

1. The principle

Omega Work is for getting work done. Any use that harms others, breaks the law or puts the shared infrastructure at risk is prohibited, and entitles the Provider to suspend the service under article 13 of the Terms of Service (<https://work.omegasuiteapp.com/legal/terms>).

2. Prohibited uses

- Processing personal data without a valid legal basis, or for purposes other than those for which it was collected.
- Uploading content that is unlawful, defamatory, infringes someone else's copyright or trademarks, or constitutes an offence.
- Sending unsolicited communications through integrations, connectors, webhooks or public forms (see section 3).
- Attempting to access workspaces, data or accounts that are not yours; probing, scanning or testing the security of the infrastructure without written authorisation.
- Circumventing technical limits, quotas, access controls or licensing mechanisms, including through the API or MCP.
- Using the service to generate abnormal load, to mine cryptocurrency or to resell its resources to third parties.
- Reselling, sublicensing or giving access to the service to anyone other than your own users.
- Using AI assistants connected to the workspace to produce unlawful, misleading or harmful content, or to take decisions about people without human involvement.
- Storing data that the service is not designed to hold: payment-card numbers, protected health information subject to HIPAA, fingerprints, face scans or other biometric identifiers.
- Using the service in breach of export-control or sanctions law, or giving access to it to anyone covered by article 27 of the Terms of Service (<https://work.omegasuiteapp.com/legal/terms>).
- Giving access to children: the service is a work tool, for people who are old enough to work under the law that applies to you.

3. Messages to people outside your organisation

Omega Work itself sends only service messages (invitations, notifications, password resets). If you use integrations, connectors or rules to send messages to people outside your organisation, **you are the sender**, and you must comply with the anti-spam and privacy law of the countries where the recipients are. In practice:

- send marketing messages only to people who have agreed to receive them, or where the law of their country allows it without consent;
- identify yourself clearly as the sender and give a working contact address;
- include an easy, free way to unsubscribe in every marketing message, and honour it promptly;
- keep a record of how and when each person agreed.

4. If you use Omega Work to organise people's work

- **Monitoring.** Activity history, workload and time tracking can reveal when and how much a person works. In many countries, using them to monitor staff requires informing them in advance and, in some, consulting employee representatives or a works council. Check the rules that apply to you before using these features for that purpose.
- **Health data.** Do not put diagnoses, medical certificates or other health information in tasks, comments or attachments unless you have a specific legal basis and appropriate safeguards.
- **Guests.** Invite external people only to the projects they need, and remove them when the collaboration ends.

5. Public forms

- Every public form must show **your own privacy notice**: you are the controller of the answers you collect.
- Ask only for the information you need. Every extra field is one more piece of data to protect.
- Do not use forms to collect payment-card details, passwords or other credentials.

6. Reporting abuse

Anyone who believes that content made available through Omega Work is unlawful can report it to **amministrazione@outlinedigital.it**, stating the exact address of the page, the reason and their contact details. Reports are examined without delay; the person reporting receives a reply on the outcome, and the customer concerned is informed of any measure taken and may contest it.

7. What happens if the rules are broken

Depending on how serious it is: a request to remove content, removal of the specific content, suspension of the workspace, termination of the contract. Except in an emergency or where an authority orders otherwise, the Customer is warned first and given the chance to put things right.

The current full text is always available at <https://work.omegasuiteapp.com/legal/acceptable-use?lang=en>. For any question: amministrazione@outlinedigital.it.